

Village of Muscodá – MUSCODA UTILITIES

206 N Wisconsin Ave ~ Muscodá, WI 53573-0206 Email: rnankee@wppienergy.org Phone 608-739-4617

ASSISTANCE: If you are in need of financial assistance, contact your local Social Services department to see if they can help. They would determine if you qualify to receive assistance.

608-723-2136 GRANT | 608-930-9801 IOWA | 608-647-8821 RICHLAND

MEDICAL NEEDS: If you or someone in your home has a medical condition that has a medically accepted standard definition of “critically ill” and “life support” it is best if you complete and return a medical alert application which is available online, at the office or can be mailed to you. Please develop a medical backup plan to accommodate your medical needs during possible power interruptions.

UTILITY USAGE ON BILL: The lower left portion of your monthly utility billing statement shows your meters reading date and consumption usage amount for the last 12 months.

PAYMENT OPTIONS:

- **DROP OFF AT THE OFFICE:** 206 N Wisconsin Ave Muscodá WI, between the hours of 8:00 AM - 4:30 PM Monday – Friday or place in the night deposit box under the office window which is available 24 hours a day.
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- **OR MAIL TO:** Muscodá Utilities PO Box 206 Muscodá WI 53573
- **ONLINE OR PHONE – PSN (Payment Services Network)**

To pay online or by phone using a credit/debit card, checking or savings account through PSN. Go online to (www.muscoda.com) click on the payment link or by phone, call 1-877-885-7968 and following the instructions. Make sure to have your utility account number. PSN charges a \$2.95 convenience fee for their service.

- **ELECTRONIC BILL PAYMENT (ACH) (through the Utilities)**

You can have your utility bill electronically paid from your bank, credit union, or savings and loan account.

Benefits: No check to write, No postage to pay, No more late payment charges, No extra charge for this service and No matter where you are, your bill will be paid.

Your monthly utility bill will state, “**P.A.P. DO NOT PAY**” (P.A.P. means preauthorized payment). The date that the funds are withdrawn from your account will be the 20th of the month. If this day falls on a weekend or holiday, the funds are withdrawn on the next business day.

To start Electronic Bill Payment on your account just fill out the authorized agreement form and return it with a voided check or deposit slip, if you are using a savings account please provide us with the routing & account numbers. You can cancel your electronic bill payment at any time by letting us know in writing. In the event that an electronic payment is not valid, the utilities will cancel the request and inform the customer.

- **BUDGET BILLING:**

Take advantage of paying the same amount 11 months out of the year.

- Customer account should be current upon making a budget plan.
- Budget payment plans can be established at any time of the year.
- The budget payment amount is calculated on the estimated consumption and rates
- Budget are reviewed every six months and adjusted if necessary.
- Reconciling August 30st of each year.
- Customer will pay monthly the same dollar amount on or before the current due date of each billing.
- If the Budget payment is missed or late the agreement is voided and the account is subject to the disconnection procedure.

- **DEPOSITS:** The utility may collect a deposit that doesn't exceed the highest actual gross bills for any 2 consecutive months within the preceding 12 months review period, as determined by the utility. Unless, the reason is for non-payment during the winter moratorium, then the maximum amount cannot exceed the highest actual gross bills for any 4 consecutive months in the preceding 12 months.

In accordance with the Wisconsin Public Service Commission, PSC 113.0402, utilities may require a deposit on customer accounts that:

- have been 80 or more days past due
- been disconnected within the past 12 months
- defaulted on a deferred payment arrangement
- have an outstanding balance(s) with any Wisconsin Electric Utility or filed for bankruptcy

If you are unable to provide the full deposit, please contact the office to arrange an installment plan for payment of the deposit. You may appeal to the staff of the Public Service Commission (PSC) at 1-800-225-7729.

Your deposit will accrue interest while being held by Muscoda Utilities and will eventually be refunded to you or applied to your bill, when utility payments are made promptly for 12 consecutive months.

A deposit under this section shall not be required if the customer provides the utility with information proving that his or her gross quarterly income is at or below 200% of the federal income poverty guidelines.

DISCONNECTION PROCESS:

Muscoda Utilities disconnects services for delinquent - past due balances on utility bills in all rate classifications. In accordance with PSC 113.0301(9), a utility shall give customers at least 20 days from the issuance of the utility bill to provide payment. After the 20 days, an account may be deemed delinquent and a utility can prepare and mail a disconnection notice. This notice must give the customer at least 10 calendar days to provide payment prior to disconnection.

Call 608-739-4617 once you've received this notice if:

- You dispute the notice of the delinquent account
- You wish to negotiate a deferred payment plan agreement (DPA) **
- Any resident that has qualifying medical concerns. A medical alert form needs to be completed and returned. The form is available at www.muscoda.com, by mail or in the office.
- There are any other extenuating circumstances

The office hours are Monday – Friday, 8:00 AM – 4:30 PM phone 608-739-4617 and for your convenience, there is a night deposit box at the Village Hall/Utility office: 206 N Wisconsin Ave

Customers that have not paid their past due (delinquent) balance or made a DPA by the date on the disconnection notice; the utilities will try to call the phone number listed on the account the day prior to disconnection to remind the customer their bill is still delinquent and that services are up for disconnection.

Partial payments will not refrain from services being disconnected unless there has been prior approval from the utility.

DPA (Deferred Payment Arrangement)

- 50% of the account/s balance is due upon making an arrangement and the customer must sign an agreement.
- Remaining balance must be paid in installments no less than monthly and fully paid within 90 days of the agreement.
- The deferred payment amount is to be made along with the current monthly bill on or before the current bills due date.

**** DPA'S are NOT OFFERED to a residential customer who is a TENANT/RENTER if any of the following criteria applies:**

1. The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due for utilities that bill monthly.
2. The tenant has defaulted on a (DPA) deferred payment agreement in the past 12 months.

3. The residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months.

4. The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.

You may appeal to the staff of the Public Service Commission (PSC) at 1-800-225-7729 if an agreement cannot be made concerning the reason/s for the disconnection on the amount of the utility service/s bill.

An agreement will be considered in default and cancelled if payment is not made by the due-date, is less than the agreed amount, or is returned / declined by the bank for any reason. If the customer defaults on the agreement or current bill payment, the agreement becomes void and the full past-due balance is due immediately otherwise disconnection will occur.

There is an additional charge for each service to be reconnected.

ENERGY CONSERVATION: Focus on Energy (www.focusonenergy.com) or call 1-800-762-7077

CENTRAL AIR TUNE-UP AND TREE POWER: To qualify for an incentive, the applicant must meet all of the eligibility conditions and complete the incentive application. Programs may be modified or discontinued at any time without notice. To guarantee there will be incentive money available, call us at 608-739-4617.

CENTRAL AIR = \$25 rebate

TREE POWER = Limit 3 deciduous tree incentives with a maximum of \$50 per tree.

- Muscoda Utilities makes no warranties, expressed or implied, with respect to any equipment purchased and/or installed including, but not limited to, any warranty of merchantability or fitness for purpose.

Ways to save energy: Install energy efficient light bulbs, insulate, lower the thermostat in the winter and higher in the summer. Install thermal curtains on your windows in the winter have them open during day / closed at night; (summer close during day / open at night. Turn Computers and lights off when not in use. Unplug items not in use (Coffee maker, phone chargers, toaster etc.)

What are your appliances costing you? The library has a WATTS METER that can be checked out. Program the unit and plug into appliance overnight to calculate what amount of energy it is using.

PHONE NUMBERS:

VILLAGE HALL: 608-739-3182

MUSCODA UTILITIES: 608-739-4617 Office / 608-739-3390 Shop

AFTER HOURS – WEEKEND EMERGENCY: 608-739-3144